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John W. Kure
Executive Director-Federal Regulatory

August 1, 2003

RECEIVED

AUG - 1 2003

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW, TW-A325
Washington, DC 20554

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RE: Qwest ONA Nondiscrimination Report
CC Docket No. 88-2, Phase I, CC Docket No. 96-128

Dear Ms. Dortch:

Pursuant to the FCC Orders¹ concerning Qwest Communications International, Inc., ("Qwest") ONA Plans, Qwest hereby submits its ONA Nondiscrimination Report for the second quarter of 2003. This report includes both provisioning and maintenance results, and is broken down into the categories as mandated by the FCC in CC Docket 88-2, Phase I, MO&O on Reconsideration, Appendix B.

This report also includes the categories of Public Access Lines in accordance with CC Docket 96-128, implementing Section 276 of the Telecom Act.

Acknowledgement of date of receipt of this submission is requested. A duplicate of this letter is provided for this purpose.

Please contact me if you have questions.

Sincerely,

cc: Ms. Janice Myles

Attachment

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¹ See In the Matter of Filing and Review of Open Network Architecture Plans Memorandum Opinion and Order, 5 FCC Rcd 3103 (1990) and Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd 3084 (1990). Also See In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, 11 FCC Rcd 20541 (1996).

Quarterly ONA Installation Detail Report

Qwest
2 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Orders	118475 Average Interval	147211 Average Interval
Due Dates Missed	1350 (In Days)	2084 (In Days)
% Due Dates Missed	1.14% 4 0	1.42% 4 0
A2 - PBX		
Total Orders	842 Average Interval	7404 Average Interval
Due Dates Missed	22 (In Days)	241 (In Days)
% Due Dates Missed	2.61% 6 0	3.25% 7 0
A3 - Centrex		
Total Orders	15980 Average Interval	24194 Average Interval
Due Dates Missed	278 (In Days)	333 (In Days)
% Due Dates Missed	1.74% 5 0	1.38% 6 0
A4 - WATS		
Total Orders	797 Average Interval	217 Average Interval
Due Dates Missed	4 (In Days)	1 (In Days)
% Due Dates Missed	0.50% 5 0	0.46% 5 5
A5 - Mobile		
Total Orders	1 Average Interval	2 Average Interval
Due Dates Missed	0 (In Days)	0 (In Days)
% Due Dates Missed	0.00% 3 0	0.00% 19 0
A6 - Feature Group A		
Total Orders	2 Average Interval	98 Average Interval
Due Dates Missed	0 (In Days)	1 (In Days)
% Due Dates Missed	0.00% 7 0	1.02% 6 5
A7 - Foreign Exchange		
Total Orders	216 Average Interval	542 Average Interval
Due Dates Missed	1 (In Days)	15 (In Days)
% Due Dates Missed	0.46% 3 0	2.77% 5 0

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

2 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
B1 - Feature Group B		
Total Orders	0 Average Interval	48 Average Interval
Due Dates Missed	0 (In Days)	3 (In Days)
% Due Dates Missed	No Activity 0	6.25% 12
	0	6
B2 - Feature Group D		
Total Orders	0 Average Interval	2988 Average Interval
Due Dates Missed	0 (In Days)	101 (In Days)
% Due Dates Missed	No Activity 0	3.38% 19
	0	7
B3 - DID		
Total Orders	274 Average Interval	12551 Average Interval
Due Dates Missed	21 (In Days)	460 (In Days)
% Due Dates Missed	7.66% 14	3.67% 8
	1	0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
2 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Orders	5	Average Interval	510	Average Interval
Due Dates Missed	0	(In Days)	9	(In Days)
% Due Dates Missed	0.00%	4	1.76%	4
		0		0
C2 - Packet Synchronous Access				
Total Orders	46	Average Interval	9735	Average Interval
Due Dates Missed	4	(In Days)	322	(In Days)
% Due Dates Missed	8.70%	11	3.31%	10
		0		6
C3 - Packet Asynchronous Access				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 2 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1 - Protective Alarm				
Total Orders	4	Average Interval	77	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	0.00%	5	6.49%	4
		0		0
D2 - Protective Relay				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
D3 - Control Circuit				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 2 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
E1 - Telegraph 75 Baud				
Total Orders	8	Average Interval	125	Average Interval
Due Dates Missed	0	(In Days)	27	(In Days)
% Due Dates Missed	0.00%	6	21.60%	18
		0		0
E2 - Telegraph 150 Baud				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
2 QTR 2003

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
F1 - Voice, Non-Switched Line					
Total Orders	0	Average Interval	23	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0 00%	8	
		0		6	
F2 - Voice, Switched Line					
Total Orders	13	Average Interval	913	Average Interval	
Due Dates Missed	0	(In Days)	54	(In Days)	
% Due Dates Missed	0.00%	5	5.91%	9	
		1		3	
F3 - Voice, Switched Trunk					
Total Orders	1	Average Interval	1168	Average Interval	
Due Dates Missed	0	(In Days)	66	(In Days)	
% Due Dates Missed	0.00%	4	5.65%	13	
		0		9	
F4 - Voice and Tone, Radio Land Line					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
F5 - Data, Low Speed					
Total Orders	0	Average Interval	46	Average Interval	
Due Dates Missed	0	(In Days)	1	(In Days)	
% Due Dates Missed	No Activity	0	2.17%	6	
		0		2	
F6 - Basic Data and Voice					
Total Orders	7	Average Interval	1789	Average Interval	
Due Dates Missed	1	(In Days)	88	(In Days)	
% Due Dates Missed	14 29%	30	4 92%	8	
		1		3	
F7 - Voice/Data PSN Access Tie Trunk					
Total Orders	0	Average Interval	117	Average Interval	
Due Dates Missed	0	(In Days)	3	(In Days)	
% Due Dates Missed	No Activity	0	2.56%	12	
		0		7	
F8 - Voice/Data SSN Access					
Total Orders	0	Average Interval	71	Average Interval	
Due Dates Missed	0	(In Days)	20	(In Days)	
% Due Dates Missed	No Activity	0	28.17%	25	
		0		7	
F9 - Voice/Data SSN Intermachine Trunk					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	

F10 - Data Extension, Voice Grade

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

F11 - Voice Grade Telephoto and Facsimile

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

F12 - Protective Relay, Voice Grade

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 2 QTR 2003

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
G1 - Program Audio, 200-3500 Hz					
Total Orders	0	Average Interval	9	Average Interval	
Due Dates Missed	0	(In Days)	2	(In Days)	
% Due Dates Missed	No Activity	0	22 22%	6	
		0		0	
G2 - Program Audio, 100-5000 Hz					
Total Orders	0	Average Interval	5	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	5	
		0		0	
G3 - Program Audio, 50-8000 Hz					
Total Orders	0	Average Interval	10	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	5	
		0		0	
G4 - Program Audio, 50-15000 Hz					
Total Orders	1	Average Interval	9	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	0.00%	6	0.00%	6	
		0		0	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
2 QTR 2003

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
H1 - TV Channel 1 Way 15 kHz Audio					
Total Orders	1	Average Interval	26	Average Interval	
Due Dates Missed	0	(In Days)	3	(In Days)	
% Due Dates Missed	0 00%	8	11.54%	8	
		0		4	
H2 - TV Channel 1 Way 5 kHz Audio					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 2 QTR 2003

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Orders	1	Average Interval	134	Average Interval
Due Dates Missed	0	(In Days)	13	(In Days)
% Due Dates Missed	0.00%	3	9.70%	6
		0		0
I2 - Digital Data, 2.4 kbps				
Total Orders	0	Average Interval	92	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	0	2.17%	5
		0		1
I3 - Digital Data, 4.8 kbps				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
I4 - Digital Data, 9.6 kbps				
Total Orders	0	Average Interval	389	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	No Activity	0	1.03%	8
		0		7
I5 - Digital Data, 56 kbps				
Total Orders	0	Average Interval	150	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	No Activity	0	3.33%	7
		0		2

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 2 QTR 2003

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
J1 - Dedicated Hicap Digital, 1.544 mbps					
Total Orders	210	Average Interval	46348	Average Interval	
Due Dates Missed	28	(In Days)	3477	(In Days)	
% Due Dates Missed	13 33%	13	7 50%	13	
		1		7	

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
2 QTR 2003

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
K1 - Dedicated Hicap Digital, 3.152 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
K2 - Dedicated Hicap Digital, 6.312 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
K3 - Dedicated Hicap Digital, 44.736 mbps					
Total Orders	13	Average Interval	2560	Average Interval	
Due Dates Missed	2	(In Days)	436	(In Days)	
% Due Dates Missed	15.38%	29	17.03%	17	
		0		9	
K4 - Dedicated Hicap Digital, >45 mbps					
Total Orders	35	Average Interval	317	Average Interval	
Due Dates Missed	2	(In Days)	29	(In Days)	
% Due Dates Missed	5.71%	10	9.15%	16	
		0		3	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
2 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1 - Smart PAL				
Total Orders	3540	Average Interval	2	Average Interval
Due Dates Missed	58	(In Days)	0	(In Days)
% Due Dates Missed	1 64%	11	0 00%	4
		1		0
L2 - Basic PAL				
Total Orders	2226	Average Interval	1515	Average Interval
Due Dates Missed	24	(In Days)	20	(In Days)
% Due Dates Missed	1 08%	12	1 32%	3
		1		0

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report
Qwest
 2 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Tickets	94		100	
Average Interval in Hrs/Mns	2	47	3	18
A2 - PBX				
Total Tickets	72		856	
Average Interval in Hrs/Mns	1	53	2	42
A3 - Centrex				
Total Tickets	66		97	
Average Interval in Hrs/Mns	2	1	2	31
A4 - WATS				
Total Tickets	0		17	
Average Interval in Hrs/Mns	No Activity		3	59
A5 - Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
A6 - Feature Group A				
Total Tickets	0		89	
Average Interval in Hrs/Mns	No Activity		2	6
A7 - Foreign Exchange				
Total Tickets	43		209	
Average Interval in Hrs/Mns	1	59	2	40

Quarterly ONA Maintenance Report
Qwest
 2 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1 - Feature Group B				
Total Tickets	0		17	
Average Interval in Hrs/Mns	No Activity		1	22
B2 - Feature Group D				
Total Tickets	0		284	
Average Interval in Hrs/Mns	No Activity		1	22
B3 - DID				
Total Tickets	85		648	
Average Interval in Hrs/Mns	2	23	2	27

Quarterly ONA Maintenance Report
Qwest
 2 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
C1 - Packet DDD Line		
Total Tickets	0	119
Average Interval in Hrs/Mns	No Activity	0 40
C2 - Packet Synchronous Access		
Total Tickets	0	55
Average Interval in Hrs/Mns	No Activity	1 48
C3 - Packet Asynchronous Access		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report
Qwest
 2 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
D1 - Protective Alarm			
Total Tickets	0	43	
Average Interval in Hrs/Mns	No Activity	2	35
D2 - Protective Relay			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
D3 - Control Circuit			
Total Tickets	0	4	
Average Interval in Hrs/Mns	No Activity	2	59

Quarterly ONA Maintenance Report
Qwest
2 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
E2 - Telegraph 150 Baud		
Total Tickets	0	5
Average Interval in Hrs/Mns	No Activity	3 55

Quarterly ONA Maintenance Report

Qwest

2 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1 - Voice, Non-Switched Line				
Total Tickets	1		58	
Average Interval in Hrs/Mns	2	34	3	31
F2 - Voice, Switched Line				
Total Tickets	271		1442	
Average Interval in Hrs/Mns	3	31	3	20
F3 - Voice, Switched Trunk				
Total Tickets	144		1094	
Average Interval in Hrs/Mns	1	45	2	21
F4 - Voice and Tone, Radio Land Line				
Total Tickets	1		78	
Average Interval in Hrs/Mns	4	1	3	5
F5 - Data, Low Speed				
Total Tickets	0		89	
Average Interval in Hrs/Mns	No Activity		3	23
F6 - Basic Data and Voice				
Total Tickets	25		3220	
Average Interval in Hrs/Mns	2	11	2	37
F7 - Voice/Data PSN Access Tie Trunk				
Total Tickets	0		168	
Average Interval in Hrs/Mns	No Activity		1	27
F8 - Voice/Data SSN Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F9 - Voice/Data SSN Intermachine Trunk				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F10 - Data Extension, Voice Grade				
Total Tickets	0		16	
Average Interval in Hrs/Mns	No Activity		3	22
F11 - Voice Grade Telephoto and Facsimile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F12 - Protective Relay, Voice Grade				
Total Tickets	0		4	
Average Interval in Hrs/Mns	No Activity		2	50

Quarterly ONA Maintenance Report

Qwest
2 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
G1 - Program Audio, 200-3500 Hz			
Total Tickets	0		10
Average Interval in Hrs/Mns	No Activity		3 35
G2 - Program Audio, 100-5000 Hz			
Total Tickets	0		10
Average Interval in Hrs/Mns	No Activity		3 16
G3 - Program Audio, 50-8000 Hz			
Total Tickets	8		39
Average Interval in Hrs/Mns	2 10		3 21
G4 - Program Audio, 50-15000 Hz			
Total Tickets	0		42
Average Interval in Hrs/Mns	No Activity		4 5

Quarterly ONA Maintenance Report
Qwest
2 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
H1 - TV Channel 1 Way 15 kHz Audio		
Total Tickets	0	22
Average Interval in Hrs/Mns	No Activity	1 45
H2 - TV Channel 1 Way 5 kHz Audio		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report
Qwest
 2 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Tickets	1		41	
Average Interval in Hrs/Mns	5	36	2	32
I2 - Digital Data, 2.4 kbps				
Total Tickets	0		97	
Average Interval in Hrs/Mns	No Activity		2	4
I3 - Digital Data, 4.8 kbps				
Total Tickets	0		5	
Average Interval in Hrs/Mns	No Activity		6	4
I4 - Digital Data, 9.6 kbps				
Total Tickets	0		233	
Average Interval in Hrs/Mns	No Activity		2	26
I5 - Digital Data, 56 kbps				
Total Tickets	12		4215	
Average Interval in Hrs/Mns	1	32	2	34

Quarterly ONA Maintenance Report
Qwest
2 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1 - Dedicated Hicap Digital, 1 544 mbps				
Total Tickets	235		14407	
Average Interval in Hrs/Mns	2	55	2	55

Quarterly ONA Maintenance Report
Qwest
 2 QTR 2003

<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1 - Dedicated Hicap Digital, 3.152 mbps			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
K2 - Dedicated Hicap Digital, 6.312 mbps			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
K3 - Dedicated Hicap Digital, 44.736 mbps			
Total Tickets	2	294	
Average Interval in Hrs/Mns	1	21	36
K4 - Dedicated Hicap Digital, >45 mbps			
Total Tickets	1225	537	
Average Interval in Hrs/Mns	4	57	56

Quarterly ONA Maintenance Report
Qwest
2 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
L1 - Smart PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
L2 - Basic PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report - Tickets with Due Dates

Qwest
2 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	13655	42492
Average Interval in Hrs/Mns	8:47:00	10:26:00
Due Dates Missed	679	2679
% Due Dates Missed	4.97%	6.30%
A2 - PBX		
Total Tickets	98	1184
Average Interval in Hrs/Mns	9:37:00	10:13:00
Due Dates Missed	9	132
% Due Dates Missed	9.18%	11.15%
A3 - Centrex		
Total Tickets	4147	10142
Average Interval in Hrs/Mns	8:30:00	9:36:00
Due Dates Missed	344	907
% Due Dates Missed	8.30%	8.94%
A4 - WATS		
Total Tickets	1	8
Average Interval in Hrs/Mns	2:32:00	4:28:00
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
A5 - Mobile		
Total Tickets	0	6
Average Interval in Hrs/Mns	No Activity	22:41:00
Due Dates Missed	0	4
% Due Dates Missed	0.00%	66.67%
A6 - Feature Group A		
Total Tickets	0	57
Average Interval in Hrs/Mns	No Activity	11:50:00
Due Dates Missed	0	9
% Due Dates Missed	0.00%	15.79%
A7 - Foreign Exchange		
Total Tickets	44	255
Average Interval in Hrs/Mns	8:16:00	9:34:00
Due Dates Missed	2	18
% Due Dates Missed	4.55%	7.06%

Quarterly ONA Maintenance Report - Tickets with Due Dates

Qwest
2 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
E2 - Telegraph 150 Baud		
Total Tickets	0	66
Average Interval in Hrs/Mns	No Activity	17:04:00
Due Dates Missed	0	25
% Due Dates Missed	0.00%	37.88%
